

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Commerce	Application Development	Clifford Tomlinson	0	15	0	15
			0	15	0	15
		Assigned to Individual Total	0	15	0	15
	Application Services	Dustin Crump	0	1	0	1
			0	0	0	0
		Martin Gonzalez	0	1	0	1
			0	1	0	1
		Tony Larsen	0	3	0	3
			0	0	0	0
		Assigned to Individual Total	0	5	0	5
			0	1	0	1
	Application Support	Derral Sorensen	0	1	0	1
			0	1	0	1
		Jason Back	0	1	0	1
			0	0	0	0
		Michele Orrell	0	2	0	2
			0	1	0	1
		Mya Taaffe	0	10	0	10
			0	8	0	8
		Assigned to Individual Total	0	14	0	14
			0	10	0	10

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	FCR Total
Commerce	Campus Networking	David Sedei	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Dale Hicks	1 0	0 0	0 0	1 0
		Joe Benson	0 0	1 0	0 0	1 0
		Mike Tyrrell	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 0	1 0	0 0	3 0
	Help Desk	Brenda Treadway	0 0	1 1	0 0	1 1
		James Stearns	0 0	1 1	0 0	1 1
		Julie VanBeekum	0 0	17 17	0 0	17 17
		Vicky Marrelli	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	20 20	0 0	20 20
	Metro A Desktop Support	Edward Fortner	0 0	1 1	0 0	1 1
		Nancy Hachmeister	0 0	20 0	0 0	20 0
		Rodney Austin	1 1	57 9	0 0	58 10

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	FCR Total
Commerce	Metro A Desktop Support	Assigned to Individual Total	1	78	0	79
			1	10	0	11
	Metro A Help Desk	Cindy Schroeder	0	8	0	8
			0	7	0	7
		Ed Conrad	0	10	0	10
			0	6	0	6
		Liz Evans	0	13	0	13
			0	12	0	12
		Assigned to Individual Total	0	31	0	31
			0	25	0	25
	Metro A Hosting	Keith Scholl	0	1	0	1
			0	0	0	0
		Tom Carney	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Rural Central Desktop Support	Ron LeBaron	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Voice Engineering	Julie Johnson	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Gail Christiansen	0	2	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	3	0	3
			0	2	0	2

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	FCR Total
Commerce	Voice Operations	Assigned to Individual Total	0 0	5 2	0 0	5 2
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	3 0	1 0	4 0
		Spencer Blodgett	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	6 0	1 0	7 0
	Assigned Group Total		3 1	180 84	1 0	184 85
	Customer Company Total			3 1	180 84	1 0

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Commerce	Application Development	Clifford Tomlinson	0 0	15 0	0 0	15 0
		Assigned to Individual Total	0 0	15 0	0 0	15 0
	Application Services	Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 1	0 0	1 1
		Tony Larsen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Application Support	Derral Sorensen	0 0	1 0	0 0	1 0
		Jason Back	0 0	1 1	0 0	1 1
		Michele Orrell	0 0	2 0	0 0	2 0
		Mya Taaffe	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	14 1	0 0	14 1

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	MIR Total
Commerce	Campus Networking	David Sedei	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Dale Hicks	1 1	0 0	0 0	1 1
		Joe Benson	0 0	1 1	0 0	1 1
		Mike Tyrrell	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 1	1 1	0 0	3 2
	Help Desk	Brenda Treadway	0 0	1 0	0 0	1 0
		James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	17 0	0 0	17 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	20 0	0 0	20 0
	Metro A Desktop Support	Edward Fortner	0 0	1 0	0 0	1 0
		Nancy Hachmeister	0 0	20 0	0 0	20 0
		Rodney Austin	1 0	57 0	0 0	58 0

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	MIR Total
Commerce	Metro A Desktop Support	Assigned to Individual Total	1	78	0	79
			0	0	0	0
	Metro A Help Desk	Cindy Schroeder	0	8	0	8
			0	0	0	0
		Ed Conrad	0	10	0	10
			0	0	0	0
		Liz Evans	0	13	0	13
			0	0	0	0
		Assigned to Individual Total	0	31	0	31
			0	0	0	0
	Metro A Hosting	Keith Scholl	0	1	0	1
			0	1	0	1
		Tom Carney	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Rural Central Desktop Support	Ron LeBaron	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Engineering	Julie Johnson	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Gail Christiansen	0	2	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	3	0	3
			0	0	0	0

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	MIR Total
Commerce	Voice Operations	Assigned to Individual Total	0 0	5 0	0 0	5 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	3 0	1 0	4 0
		Spencer Blodgett	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	6 0	1 0	7 0
	Assigned Group Total		3 1	180 4	1 0	184 5
	Customer Company Total		3 1	180 4	1 0	184 5

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Commerce	Application Development	Clifford Tomlinson	0 0.00	15 0.00	0 0.00	15 0.00
		Assigned to Individual Total	0 0.00	15 0.00	0 0.00	15 0.00
	Application Services	Dustin Crump	0 0.00	1 0.52	0 0.00	1 0.52
		Martin Gonzalez	0 0.00	1 1.94	0 0.00	1 1.94
		Tony Larsen	0 0.00	3 0.39	0 0.00	3 0.39
		Assigned to Individual Total	0 0.00	5 0.72	0 0.00	5 0.72
	Application Support	Derral Sorensen	0 0.00	1 0.02	0 0.00	1 0.02
		Jason Back	0 0.00	1 1.21	0 0.00	1 1.21
		Michele Orrell	0 0.00	2 0.00	0 0.00	2 0.00
		Mya Taaffe	0 0.00	10 0.00	0 0.00	10 0.00
		Assigned to Individual Total	0 0.00	14 0.09	0 0.00	14 0.09

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	ATTIR Total
Commerce	Campus Networking	David Sedei	0 0.00	1 0.57	0 0.00	1 0.57
		Assigned to Individual Total	0 0.00	1 0.57	0 0.00	1 0.57
	Capitol Hosting	Dale Hicks	1 2.75	0 0.00	0 0.00	1 2.75
		Joe Benson	0 0.00	1 7.39	0 0.00	1 7.39
		Mike Tyrrell	1 0.74	0 0.00	0 0.00	1 0.74
		Assigned to Individual Total	2 1.74	1 7.39	0 0.00	3 3.63
	Help Desk	Brenda Treadway	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	17 0.03	0 0.00	17 0.03
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	20 0.02	0 0.00	20 0.02
	Metro A Desktop Support	Edward Fortner	0 0.00	1 0.02	0 0.00	1 0.02
		Nancy Hachmeister	0 0.00	20 0.12	0 0.00	20 0.12
		Rodney Austin	1 0.08	57 0.17	0 0.00	58 0.16

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	ATTIR Total
Commerce	Metro A Desktop Support	Assigned to Individual Total	1 0.08	78 0.15	0 0.00	79 0.15
	Metro A Help Desk	Cindy Schroeder	0 0.00	8 0.00	0 0.00	8 0.00
		Ed Conrad	0 0.00	10 0.06	0 0.00	10 0.06
		Liz Evans	0 0.00	13 0.01	0 0.00	13 0.01
		Assigned to Individual Total	0 0.00	31 0.02	0 0.00	31 0.02
	Metro A Hosting	Keith Scholl	0 0.00	1 1.08	0 0.00	1 1.08
		Tom Carney	0 0.00	1 0.37	0 0.00	1 0.37
		Assigned to Individual Total	0 0.00	2 0.72	0 0.00	2 0.72
	Rural Central Desktop Support	Ron LeBaron	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Voice Engineering	Julie Johnson	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Voice Operations	Gail Christiansen	0 0.00	2 0.16	0 0.00	2 0.16
		Romanza Hamblin Sorensen	0 0.00	3 0.42	0 0.00	3 0.42

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	ATTIR Total
Commerce	Voice Operations	Assigned to Individual Total	0 0.00	5 0.32	0 0.00	5 0.32
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.17	0 0.00	1 0.17
		Mike Johnson	0 0.00	3 0.18	1 0.39	4 0.23
		Spencer Blodgett	0 0.00	2 0.31	0 0.00	2 0.31
		Assigned to Individual Total	0 0.00	6 0.22	1 0.39	7 0.25
	Assigned Group Total		3 1.19	180 0.17	1 0.39	184 0.19
Customer Company Total			3 1.19	180 0.17	1 0.39	184 0.19

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Commerce	Application Development	Clifford Tomlinson	0 0	15 0	0 0	15 0
		Assigned to Individual Total	0 0	15 0	0 0	15 0
	Application Services	Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	1 0	0 0	1 0
		Tony Larsen	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Application Support	Derral Sorensen	0 0	1 0	0 0	1 0
		Jason Back	0 0	1 0	0 0	1 0
		Michele Orrell	0 0	2 0	0 0	2 0
		Mya Taaffe	0 0	10 0	0 0	10 0
		Assigned to Individual Total	0 0	14 0	0 0	14 0

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	MR Total
Commerce	Campus Networking	David Sedei	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Dale Hicks	1 0	0 0	0 0	1 0
		Joe Benson	0 0	1 1	0 0	1 1
		Mike Tyrrell	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 0	1 1	0 0	3 1
	Help Desk	Brenda Treadway	0 0	1 0	0 0	1 0
		James Stearns	0 0	1 0	0 0	1 0
		Julie VanBeekum	0 0	17 0	0 0	17 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	20 0	0 0	20 0
	Metro A Desktop Support	Edward Fortner	0 0	1 0	0 0	1 0
		Nancy Hachmeister	0 0	20 0	0 0	20 0
		Rodney Austin	1 0	57 1	0 0	58 1

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	MR Total
Commerce	Metro A Desktop Support	Assigned to Individual Total	1	78	0	79
			0	1	0	1
	Metro A Help Desk	Cindy Schroeder	0	8	0	8
			0	0	0	0
		Ed Conrad	0	10	0	10
			0	0	0	0
		Liz Evans	0	13	0	13
			0	0	0	0
		Assigned to Individual Total	0	31	0	31
			0	0	0	0
	Metro A Hosting	Keith Scholl	0	1	0	1
			0	0	0	0
		Tom Carney	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Rural Central Desktop Support	Ron LeBaron	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Engineering	Julie Johnson	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0
	Voice Operations	Gail Christiansen	0	2	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	3	0	3
			0	0	0	0

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	MR Total
Commerce	Voice Operations	Assigned to Individual Total	0 0	5 0	0 0	5 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	3 0	1 0	4 0
		Spencer Blodgett	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	6 0	1 0	7 0
	Assigned Group Total		3 0	180 2	1 0	184 2
	Customer Company Total		3 0	180 2	1 0	184 2

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Commerce	Application Development	Clifford Tomlinson	0 0.00	15 0.00	0 0.00	15 0.00
		Assigned to Individual Total	0 0.00	15 0.00	0 0.00	15 0.00
	Application Services	Dustin Crump	0 0.00	1 0.89	0 0.00	1 0.89
		Martin Gonzalez	0 0.00	1 2.94	0 0.00	1 2.94
		Tony Larsen	0 0.00	3 1.30	0 0.00	3 1.30
		Assigned to Individual Total	0 0.00	5 1.55	0 0.00	5 1.55
	Application Support	Derral Sorensen	0 0.00	1 2.02	0 0.00	1 2.02
		Jason Back	0 0.00	1 5.64	0 0.00	1 5.64
		Michele Orrell	0 0.00	2 2.75	0 0.00	2 2.75
		Mya Taaffe	0 0.00	10 0.17	0 0.00	10 0.17
		Assigned to Individual Total	0 0.00	14 1.21	0 0.00	14 1.21

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	ATTR Total
Commerce	Campus Networking	David Sedei	0 0.00	1 0.94	0 0.00	1 0.94
		Assigned to Individual Total	0 0.00	1 0.94	0 0.00	1 0.94
	Capitol Hosting	Dale Hicks	1 2.75	0 0.00	0 0.00	1 2.75
		Joe Benson	0 0.00	1 17.83	0 0.00	1 17.83
		Mike Tyrrell	1 0.74	0 0.00	0 0.00	1 0.74
		Assigned to Individual Total	2 1.75	1 17.83	0 0.00	3 7.11
	Help Desk	Brenda Treadway	0 0.00	1 0.00	0 0.00	1 0.00
		James Stearns	0 0.00	1 0.00	0 0.00	1 0.00
		Julie VanBeekum	0 0.00	17 0.04	0 0.00	17 0.04
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	20 0.04	0 0.00	20 0.04
	Metro A Desktop Support	Edward Fortner	0 0.00	1 0.02	0 0.00	1 0.02
		Nancy Hachmeister	0 0.00	20 0.41	0 0.00	20 0.41
		Rodney Austin	1 0.34	57 1.06	0 0.00	58 1.04

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	ATTR Total
Commerce	Metro A Desktop Support	Assigned to Individual Total	1	78	0	79
			0.34	0.88	0.00	0.87
	Metro A Help Desk	Cindy Schroeder	0	8	0	8
			0.00	0.05	0.00	0.05
		Ed Conrad	0	10	0	10
			0.00	0.30	0.00	0.30
		Liz Evans	0	13	0	13
			0.00	0.11	0.00	0.11
		Assigned to Individual Total	0	31	0	31
			0.00	0.15	0.00	0.15
	Metro A Hosting	Keith Scholl	0	1	0	1
			0.00	1.45	0.00	1.45
		Tom Carney	0	1	0	1
			0.00	0.53	0.00	0.53
		Assigned to Individual Total	0	2	0	2
			0.00	0.99	0.00	0.99
	Rural Central Desktop Support	Ron LeBaron	0	1	0	1
			0.00	0.00	0.00	0.00
		Assigned to Individual Total	0	1	0	1
			0.00	0.00	0.00	0.00
	Voice Engineering	Julie Johnson	0	1	0	1
			0.00	0.01	0.00	0.01
		Assigned to Individual Total	0	1	0	1
			0.00	0.01	0.00	0.01
	Voice Operations	Gail Christiansen	0	2	0	2
			0.00	1.82	0.00	1.82
		Romanza Hamblin Sorensen	0	3	0	3
			0.00	0.75	0.00	0.75

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

			High	Low	Medium	ATTR Total
Commerce	Voice Operations	Assigned to Individual Total	0 0.00	5 1.18	0 0.00	5 1.18
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.37	0 0.00	1 0.37
		Mike Johnson	0 0.00	3 0.49	1 0.91	4 0.60
		Spencer Blodgett	0 0.00	2 0.44	0 0.00	2 0.44
		Assigned to Individual Total	0 0.00	6 0.45	1 0.91	7 0.52
	Assigned Group Total		3 1.28	180 0.71	1 0.91	184 0.72
Customer Company Total			3 1.28	180 0.71	1 0.91	184 0.72

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

Detail

INC000000457661	Lauree Larson Application Support	None Mya Taaffe	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000461676	Lauree Larson Application Support	None Mya Taaffe	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000468180	Michael Pitts Voice/Data/WAN Services	Telecom Mike Johnson	Feature Commerce	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.31 0.68
INC000000469702	Elisa Campbell Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.04 6.23
INC000000469849	Tom Harper Metro A Desktop Support	Print/Copy/Scan/Fax Rodney Austin	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.38 0.96
INC000000470019	Elisa Campbell Voice/Data/WAN Services	Telecom Spencer Blodgett	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.02 0.27
INC000000470451	Noel Taxin Voice Operations	Telecom Gail Christiansen	Feature Commerce	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.18 3.49
INC000000470825	Sandra Hess Help Desk	Application Julie VanBeekum	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000470843	Jim Grant Metro A Desktop Support	Application Rodney Austin	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.03
INC000000470849	Marialie Martinez Metro A Desktop Support	Application Rodney Austin	None Commerce	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	0.09 0.09
INC000000470984	Carol Inglesby Metro A Desktop Support	Application Rodney Austin	Error Commerce	License Enforcement System Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.24
INC000000470991	Rich Oborn Metro A Desktop Support	Application Rodney Austin	Reporting Commerce	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.30 0.58
INC000000471029	Mary Ester Allers Capitol Hosting	Network Dale Hicks	None Commerce	None High	Closed	TIR Missed: Yes TTR Missed: No	2.75 2.75
INC000000471157	Marvin Sims Application Development	None Clifford Tomlinson	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000471159	Marvin Sims Application Development	None Clifford Tomlinson	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000471181	Lee Avery Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

INC000000471191	Lee Avery	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.44
INC000000471201	Marialie Martinez	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.45
INC000000471274	Marialie Martinez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000471546	Danny Martinez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000471563	Michele Beck	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	
INC000000471591	Julie Price	Wireless Connectivity	None	None		TIR Missed: No	0.24
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.42
INC000000472391	David B Taylor	Network	None	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000472605	Bowen Call	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.24
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.66
INC000000472712	Toni Heldman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Closed	TTR Missed: No	0.20
INC000000472736	Maria Bishop	Server	Error	None		TIR Missed: Yes	1.21
	Application Support	Jason Back	Commerce	Low	Closed	TTR Missed: No	5.64
INC000000472929	Lodule Lubanga	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	0.15
INC000000473111	Marvin Sims	None	None	None		TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000473223	Julie Price	PC/Laptop	Password	None		TIR Missed: No	0.16
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.12
INC000000473391	Bowen Call	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.30
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.92
INC000000473425	Sheila Johnson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000473453	Michael Palumbo	PC/Laptop	Performance	None		TIR Missed: No	0.33
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	4.16
INC000000473616	Tim Davis	None	None	None		TIR Missed: No	0.37
	Metro A Hosting	Tom Carney	Commerce	Low	Closed	TTR Missed: No	0.53

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

INC000000473741	Lee Avery	Application	None	Novell GroupWise	TIR Missed: No	0.73
	Application Services	Tony Larsen	Commerce	Low Resolved	TTR Missed: No	3.44
INC000000473918	Michael Palumbo	Server	None	None	TIR Missed: No	0.08
	Metro A Help Desk	Liz Evans	Commerce	Low Closed	TTR Missed: No	0.08
INC000000474048	Tatiana McWhorter	Application	Password	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low Closed	TTR Missed: No	0.00
INC000000474148	Karen Schulte	Application	None	ZENworks for Desktops	TIR Missed: No	0.09
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	1.10
INC000000474485	Renda Christensen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	2.87
INC000000474539	Carolyn Dennis	Application	None	Microsoft Office Professional 20	TIR Missed: No	0.20
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low Closed	TTR Missed: No	0.42
INC000000474703	Marvin Sims	None	None	None	TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low Closed	TTR Missed: No	0.00
INC000000474808	Tiffeni Wall	Telecom	Feature	Telephone	TIR Missed: No	0.00
	Voice Engineering	Julie Johnson	Commerce	Low Closed	TTR Missed: No	0.01
INC000000474832	Kent Nelson	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Commerce	Low Closed	TTR Missed: No	0.00
INC000000474847	Maxine McBurnett	Telecom	Voice Mail	Telephone	TIR Missed: No	0.15
	Voice Operations	Gail Christiansen	Commerce	Low Closed	TTR Missed: No	0.15
INC000000474964	Marvin Sims	Application	None	None	TIR Missed: Yes	7.39
	Capitol Hosting	Joe Benson	Commerce	Low Closed	TTR Missed: Yes	17.83
INC000000474973	Julie Price	Wireless Connectivity	None	None	TIR Missed: No	0.16
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low Closed	TTR Missed: No	0.50
INC000000475027	Cyndy Nelson	PC/Laptop	None	None	TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Commerce	Low Closed	TTR Missed: No	2.00
INC000000475296	Marvin Sims	None	None	None	TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low Closed	TTR Missed: No	0.00
INC000000475375	Marvin Sims	None	None	None	TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low Closed	TTR Missed: No	0.00
INC000000475379	Karen McCall	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low Closed	TTR Missed: No	0.08
INC000000475509	Bowen Call	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low Closed	TTR Missed: No	0.00

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

INC000000475518	Connie Call Metro A Help Desk	Application Cindy Schroeder	None Commerce	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000475543	Su Chon Metro A Desktop Support	Network Rodney Austin	Password Commerce	Novell eDirectory Low	Closed	TIR Missed: No TTR Missed: No	0.13 0.58
INC000000475590	Dave Mecham Help Desk	Application Julie VanBeekum	None Commerce	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000475591	Bowen Call Metro A Help Desk	Application Ed Conrad	Error Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.05 1.04
INC000000475739	Jody Colvin Metro A Desktop Support	PC/Laptop Rodney Austin	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.05 0.05
INC000000475763	Richard Jaramillo Metro A Desktop Support	Network Rodney Austin	None Commerce	None High	Closed	TIR Missed: No TTR Missed: No	0.08 0.34
INC000000476109	Mark Fagergren Metro A Desktop Support	Application Rodney Austin	Password Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.24
INC000000476182	Cyndy Nelson Metro A Desktop Support	Application Rodney Austin	Error Commerce	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	0.33 0.59
INC000000476186	Charles Smalley Metro A Desktop Support	Network Rodney Austin	Performance Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.02 0.02
INC000000476225	Jonathan Stewart Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.01 0.19
INC000000476280	Rebekah Conner Metro A Desktop Support	Print/Copy/Scan/Fax Rodney Austin	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.20 0.89
INC000000476359	Tiffeni Wall Voice/Data/WAN Services	Telecom Spencer Blodgett	Dial Tone Commerce	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.60 0.60
INC000000476959	Renda Christensen Metro A Desktop Support	PC/Laptop Nancy Hachmeister	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000476976	Louise McMillian Metro A Help Desk	Network Liz Evans	Password Commerce	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477000	Renda Christensen Metro A Desktop Support	PC/Laptop Nancy Hachmeister	Performance Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477001	Steve Eklund Metro A Desktop Support	PC/Laptop Nancy Hachmeister	None Commerce	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.93
INC000000477021	Louise McMillian Metro A Desktop Support	Application Nancy Hachmeister	None Commerce	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.93

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

INC000000477075	Renda Christensen Metro A Help Desk	Network Cindy Schroeder	Password Commerce	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477106	Connie Call Help Desk	Application Julie VanBeekum	Error Commerce	None Low	TIR Missed: No TTR Missed: No	0.07 0.24
INC000000477107	Sharon Weinle Help Desk	PC/Laptop Julie VanBeekum	Error Commerce	None Low	TIR Missed: No TTR Missed: No	0.10 0.24
INC000000477137	Charles Smalley Metro A Desktop Support	Network Nancy Hachmeister	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.10 0.12
INC000000477185	Joanne Hogenson Metro A Hosting	Network Keith Scholl	None Commerce	None Low	TIR Missed: Yes TTR Missed: No	1.08 1.45
INC000000477228	Steve Eklund Metro A Desktop Support	PC/Laptop Nancy Hachmeister	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.21 0.25
INC000000477540	Linda Mitchell Metro A Desktop Support	PC/Laptop Edward Fortner	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.02 0.02
INC000000477683	Carolyn Dennis Help Desk	None Julie VanBeekum	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477864	Jeffery Nielsen Metro A Desktop Support	Network Rodney Austin	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.00 3.62
INC000000477870	Connie Call Metro A Help Desk	None Liz Evans	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000477953	Paul Hicken Metro A Help Desk	Network Liz Evans	Password Commerce	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000477980	Charles Smalley Metro A Desktop Support	Application Rodney Austin	Password Commerce	None Low	TIR Missed: No TTR Missed: No	0.14 0.14
INC000000477984	Michael Palumbo Help Desk	PC/Laptop Julie VanBeekum	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478057	Lauree Larson Application Support	None Mya Taaffe	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478061	Barbara Waters Application Support	None Mya Taaffe	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000478347	Jennifer Johnson Voice Operations	None Romanza Hamblin Sorensen	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.70 1.44
INC000000478355	Jennifer Avila Johnson Metro A Desktop Support	None Rodney Austin	None Commerce	None Low	TIR Missed: No TTR Missed: No	0.00 0.22

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

INC000000478498	Jody Colvin	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	1.04
INC000000478565	Carolyn Roll	Application	None	Novell GroupWise		TIR Missed: No	0.44
	Application Services	Tony Larsen	Commerce	Low	Resolved	TTR Missed: No	0.47
INC000000478639	Mark Fagergren	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.96
INC000000478682	Brenda Salter	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Closed	TTR Missed: No	0.23
INC000000478874	Charles H Peterson	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Closed	TTR Missed: No	0.43
INC000000478877	Chenille Hutto	PC/Laptop	Virus	None		TIR Missed: No	0.09
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	2.99
INC000000478902	Kaitlin Carroll	Network	None	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000478910	Jill Childs	PC/Laptop	Hardware	None		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.66
INC000000478914	Jennifer Bolton	PC/Laptop	Virus	None		TIR Missed: No	0.06
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.66
INC000000478986	Marvin Sims	None	None	None		TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000479100	Marvin Sims	Application	Error	Controlled Substance Database		TIR Missed: No	0.74
	Capitol Hosting	Mike Tyrrell	Commerce	High	Closed	TTR Missed: No	0.74
INC000000479120	Charles Lyons	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	3.73
INC000000479149	Tyler Clawson	PC/Laptop	Virus	Internet Explorer		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	1.66
INC000000479382	William Duncan	Network	None	None		TIR Missed: No	0.26
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.33
INC000000479507	Kaitlin Carroll	Network	None	None		TIR Missed: No	0.10
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Closed	TTR Missed: No	0.29
INC000000479574	Cyndy Nelson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.51
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Closed	TTR Missed: No	0.68
INC000000479749	Daniel Jones	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Closed	TTR Missed: No	0.00

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

INC000000480124	Kimberley Lesh	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.14
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.29
INC000000480178	Louise McMillian	Application	None	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Closed	TTR Missed: No	0.00
INC000000480393	Hailee Robertson	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000480484	Carla Westbroek	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000480541	Carla Westbroek	Application	Error	License Enforcement System		TIR Missed: No	0.02
	Application Support	Derral Sorensen	Commerce	Low	Resolved	TTR Missed: No	2.02
INC000000480617	Michael Palumbo	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.75
INC000000480757	Peter Anjewierden	Application	Password	Novell GroupWise		TIR Missed: No	0.09
	Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	0.13
INC000000481131	Craig Livingston	None	None	None		TIR Missed: No	0.48
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.68
INC000000481132	Al Zadeh	None	None	None		TIR Missed: No	0.47
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.47
INC000000481133	Tracy Taylor	None	None	None		TIR Missed: No	0.46
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.21
INC000000481134	Su Chon	None	None	None		TIR Missed: No	0.46
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.46
INC000000481137	Louise McMillian	None	None	None		TIR Missed: No	0.44
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.17
INC000000481139	Sandra Garside	None	None	None		TIR Missed: No	0.47
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	2.64
INC000000481142	Chris Parker	None	None	None		TIR Missed: No	0.45
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.45
INC000000481150	Jay Thornton	None	None	None		TIR Missed: No	0.40
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.79
INC000000481427	Charles H Peterson	PC/Laptop	Error	None		TIR Missed: No	0.05
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.06
INC000000481479	Marvin Sims	None	None	None		TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low	Resolved	TTR Missed: No	0.00

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

INC000000481485	Sally Canavan	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000481497	Marvin Sims	None	None	None		TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000481555	Marvin Sims	None	None	None		TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000481632	Tiffeni Wall	None	None	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	Mike Johnson	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000481690	Jennifer Avila Johnson	Application	Error	License Enforcement System		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.28
INC000000481742	Charles Smalley	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.37
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.41
INC000000481779	Theresa Reinders	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	0.28
INC000000481786	Barbara Waters	Application	Error	Content Manager		TIR Missed: No	0.00
	Application Support	Michele Orrell	Commerce	Low	Resolved	TTR Missed: No	5.50
INC000000481851	Marvin Sims	None	None	None		TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000481909	Louise McMillian	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000481911	Carla Westbroek	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.11
INC000000481988	Jackie Betts	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.55
INC000000481992	Marvin Sims	None	None	None		TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000482189	Angela Hendricks	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000482290	Renda Christensen	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.02
INC000000482295	Louise McMillian	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000482374	Shirlene Kimball	Application	Error	License Enforcement System		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.60

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

INC000000482402	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000482506	Angela Hendricks	Network	Incident	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000482537	Marialie Martinez	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000482580	Masuda Medcalf	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000483036	Marvin Sims	None	None	None		TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000483246	Sharon Smalley	Network	Password	None		TIR Missed: No	0.01
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.84
INC000000483247	Toni Heldman	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.02
INC000000483270	Jackie Betts	Application	None	None		TIR Missed: No	0.13
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.13
INC000000483442	Sally Canavan	Application	None	None		TIR Missed: No	0.14
	Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.14
INC000000484050	Karen Schulte	PC/Laptop	None	None		TIR Missed: No	0.44
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.91
INC000000484052	Maxine McBurnett	None	None	None		TIR Missed: No	0.43
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.89
INC000000484099	Mary Price	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.93
INC000000484173	Tom Harper	PC/Laptop	Hardware	None		TIR Missed: No	0.17
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.18
INC000000484287	Connie Call	Application	None	License Enforcement System		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000484611	Van Kagie	Telecom	None	Telephone		TIR Missed: No	0.23
	Voice/Data/WAN Services	Mike Johnson	Commerce	Low	Resolved	TTR Missed: No	0.79
INC000000484622	Mark Long	Application	Error	Gmail		TIR Missed: No	0.00
	Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000484657	Kent Nelson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.12
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.44

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

INC000000484658	Travis Cardwell	Telecom	Dial Tone	Telephone		TIR Missed: No	0.39
	Voice/Data/WAN Services	Mike Johnson	Commerce	Medium	Resolved	TTR Missed: No	0.91
INC000000484708	Ann Naegelin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000484775	Hailee Robertson	Network	None	License Enforcement System		TIR Missed: No	0.20
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.17
INC000000484987	Debra Hobbins	None	None	None		TIR Missed: No	0.00
	Application Support	Michele Orrell	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000485094	Sally Canavan	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Resolved	TTR Missed: No	0.80
INC000000485106	Jennifer Bolton	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.04
INC000000485129	Julie Price	Network	None	None		TIR Missed: No	0.09
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.82
INC000000485261	Marvin Everett	PC/Laptop	Performance	None		TIR Missed: No	0.34
	Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.37
INC000000485275	Julie Price	Application	Password	Gmail		TIR Missed: No	0.06
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.92
INC000000485289	Chris Parker	None	None	Ipads		TIR Missed: No	0.52
	Application Services	Dustin Crump	Commerce	Low	Resolved	TTR Missed: No	0.89
INC000000485431	Debra Hobbins	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000485518	David B Taylor	Telecom	Hardware	Telephone		TIR Missed: No	0.17
	Voice/Data/WAN Services	Greg Blessing	Commerce	Low	Resolved	TTR Missed: No	0.37
INC000000485567	Shirlene Kimball	Network	Performance	None		TIR Missed: No	0.02
	Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.08
INC000000485659	Marvin Sims	None	None	None		TIR Missed: No	0.00
	Application Development	Clifford Tomlinson	Commerce	Low	Resolved	TTR Missed: No	0.00
INC000000485728	Julie Price	Application	Error	Gmail		TIR Missed: No	0.11
	Metro A Help Desk	Ed Conrad	Commerce	Low	Resolved	TTR Missed: No	0.38
INC000000485754	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Resolved	TTR Missed: No	0.36
INC000000485928	Lauree Larson	None	None	None		TIR Missed: No	0.00
	Application Support	Mya Taaffe	Commerce	Low	Resolved	TTR Missed: No	0.17

Enterprise Incident Report March 2012

As of 4/2/2012

Commerce

INC000000486062	Dane Ishihara	Network	Performance	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00	
INC000000486262	Marvin Sims	None	None	None		TIR Missed: No	0.00
Application Development	Clifford Tomlinson	Commerce	Low	Resolved	TTR Missed: No	0.00	
INC000000486507	Cyndy Nelson	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Cindy Schroeder	Commerce	Low	Resolved	TTR Missed: No	0.00	
INC000000486547	Charles Smalley	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.34
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.27	
INC000000486629	Jody Woolf	Network	None	None		TIR Missed: No	0.09
Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.19	
INC000000486698	Kimberley Lesh	Application	None	License Enforcement System		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Commerce	Low	Resolved	TTR Missed: No	0.00	
INC000000486719	Carlos Alamilla	Application	None	Adobe Acrobat		TIR Missed: No	0.21
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	1.35	
INC000000486819	Elisa Campbell	Application	None	Microsoft Office 2003 Professional		TIR Missed: No	0.07
Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.30	
INC000000487582	Steve Eklund	Telecom	Voice Mail	Telephone		TIR Missed: No	0.38
Voice Operations	Romanza Hamblin Sorensen	Commerce	Low	Resolved	TTR Missed: No	0.58	
INC000000487764	Shauna Dewolf	Application	Error	Novell GroupWise		TIR Missed: No	0.14
Metro A Desktop Support	Nancy Hachmeister	Commerce	Low	Resolved	TTR Missed: No	0.14	
INC000000488192	Kenneth Wamsley	Application	None	None		TIR Missed: No	0.03
Metro A Desktop Support	Rodney Austin	Commerce	Low	Resolved	TTR Missed: No	0.06	
INC000000488212	Jody Colvin	Wireless Connectivity	Performance	None		TIR Missed: No	0.57
Campus Networking	David Sedei	Commerce	Low	Resolved	TTR Missed: No	0.94	
INC000000488293	Jeff Henrie	Telecom	Voice Mail	Telephone		TIR Missed: No	0.19
Voice Operations	Romanza Hamblin Sorensen	Commerce	Low	Resolved	TTR Missed: No	0.24	
INC000000488442	Kimberley Lesh	Application	Password	Remedy Service Request Manager		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Commerce	Low	Resolved	TTR Missed: No	0.00	
INC000000488451	Kimberley Lesh	Application	None	Proofpoint Email Security		TIR Missed: Yes	1.94
Application Services	Martin Gonzalez	Commerce	Low	Resolved	TTR Missed: No	2.94	